



Our Docket No: 042390.P9943

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)

Chapple)

Examiner: Patel, Niketa I.

Application No: 09/848,998)

Art Unit: 2182

Filed: May 4, 2001)

For: Method and Apparatus for Gathering)
Queue Performance Data)

AMENDMENT

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed October 5, 2004, applicants respectfully request the Examiner to enter the following amendments and to consider the following remarks.

FIRST CLASS CERTIFICATE OF MAILING

I hereby certify that I am causing the above-referenced correspondence to be deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and that this paper or fee has been addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

January 5, 2005

Date of Deposit

Leah Schwenke

Name of Person Mailing Correspondence

Leah Schwenke
Signature

1/5/05

Date